Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| | **Top Number - Total Incidents** | | |
| | **Bottom Number - First Contact Resolution** | | |
Customer Company	**Low**	**Medium**	**FCR Total**
Community and Culture	79 32	3 1	82 33
Customer Company Total	79 32	3 1	82 33

DTS Enterprise Incident Report

As of 2/1/2011

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Community and Culture	79 9	3 0	82 9
Customer Company Total	79 9	3 0	82 9

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Community and Culture	79 0.32	3 0.54	82 0.32
Customer Company Total	79 0.32	3 0.54	82 0.32

DTS Enterprise Incident Report

As of **2/1/2011**

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Community and Culture	79 4	3 0	82 4
Customer Company Total	79 4	3 0	82 4

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**		
	Low	**Medium**	**ATTR Total**
Community and Culture	79 1.30	3 0.55	82 1.27
Customer Company Total	79 1.30	3 0.55	82 1.27

Community and Culture

Detail

INC000000225956	Kathy Kirtz	Network	Performance	CapNet			TIR Missed: No	TIR:	0.64
	Voice/Data/WAN Services	Mitch Hood	Community and Culture	Low	Closed		TTR Missed: Yes	TTR:	12.00
INC000000231312	Sara Wever	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.21
	Rural South Desktop Support	Lane Adams	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000232177	Wade Thompson	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.38
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.38
INC000000240050	Eva Salazar	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240096	Eva Salazar	Application	Error	None			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240258	Lila Abersold	Application	Password	Utah Master Directory			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240295	Kent Powell	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240511	Jean Irwin	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240514	Diana Miller	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240785	Lisa F Nelson	Application	None	None			TIR Missed: No	TIR:	0.88
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed		TTR Missed: No	TTR:	3.21
INC000000241163	Lisa F Nelson	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.20
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed		TTR Missed: No	TTR:	3.55
INC000000241864	Barbara Murphy	PC/Laptop	Hardware	None			TIR Missed: Yes	TIR:	1.91
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed		TTR Missed: No	TTR:	1.91
INC000000241866	Ronald Rood	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Application Services	Tony Larsen	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	3.17
INC000000242164	Glenna Matekel	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242338	Jeffery Fullmer	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.45
	Metro D North Desktop Support	Neil Smedley	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.45
INC000000242647	Ronald Rood	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed		TTR Missed: No	TTR:	0.04

Community and Culture

Incident	Requester	Type	Category	Product		TIR Missed	TIR
INC000000243035	April DeGroff	Application	None	Action Request System		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000243044	April DeGroff	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.17
	Rural South Desktop Support	Ryan Bennett	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.82
INC000000243070	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	TIR: 0.29
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:
INC000000243075	Judy Moore	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000243243	Donna Morris	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.72
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.72
INC000000243283	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:
INC000000243287	Donna Morris	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.08
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 5.21
INC000000243426	Roxanne Graham	Application	Error	Contribute		TIR Missed: Yes	TIR: 1.07
	Application Support	Michael Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 4.69
INC000000243870	Lisa F Nelson	Network	None	None		TIR Missed: No	TIR: 0.16
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.71
INC000000244148	Donna Morris	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.11
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.11
INC000000244470	Colleen Eggett	Application	None	None		TIR Missed: Yes	TIR: 1.33
	Application Support	Michael Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.33
INC000000245317	Bessie Oakes	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.20
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.88
INC000000245637	Sara Wever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.59
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000246097	Molly Smith	Network	Virus	None		TIR Missed: No	TIR: 0.74
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.74
INC000000246201	Sara Wever	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.39
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000246220	Dean Budinger	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000246342	Jinnie Edgar	None	None	Remedy Service Desk		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00

Community and Culture

Incident	Name	Type	Category	Product		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000246362	Mary Jacobs	PC/Laptop	Hardware	None			TIR Missed: Yes	TIR: 2.34		
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed		TTR Missed: No	TTR: 2.34		
INC000000246383	Kimberley Schmeling	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.78		
	Metro A Desktop Support	Burton Brown	Community and Culture	Medium	Closed		TTR Missed: No	TTR: 0.80		
INC000000246496	Linda Roholt	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00		
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed		TTR Missed: No	TTR: 0.17		
INC000000246621	Kathy Kirtz	Application	None	Novell GroupWise			TIR Missed: No	TIR: 0.09		
	Application Services	Tony Larsen	Community and Culture	Low	Closed		TTR Missed: No	TTR: 1.67		
INC000000246699	Jinnie Edgar	None	None	None			TIR Missed: Yes	TIR: 2.09		
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved		TTR Missed: Yes	TTR: 11.34		
INC000000246766	Molly Smith	PC/Laptop	Virus	None			TIR Missed: No	TIR: 0.00		
	Metro A Desktop Support	Burton Brown	Community and Culture	Medium	Closed		TTR Missed: No	TTR: 0.00		
INC000000247818	Michael X Hansen	Application	Password	PGP			TIR Missed: No	TIR: 0.00		
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed		TTR Missed: No	TTR: 0.00		
INC000000247888	Michael X Hansen	None	None	None			TIR Missed: No	TIR: 0.00		
	Application Services	Bill Felt	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.00		
INC000000247959	Michael X Hansen	Application	Password	PGP			TIR Missed: No	TIR: 0.00		
	Help Desk	Brenda Treadway	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.10		
INC000000248637	Eva Salazar	None	None	None			TIR Missed: No	TIR: 0.00		
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.00		
INC000000248638	Eva Salazar	None	None	None			TIR Missed: No	TIR: 0.00		
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.00		
INC000000248640	Eva Salazar	None	None	None			TIR Missed: No	TIR: 0.00		
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.00		
INC000000248974	Alyssa Grove	Application	None	Adobe Reader			TIR Missed: No	TIR: 0.00		
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 1.04		
INC000000249413	Craig Neilson	Application	Error	Novell GroupWise			TIR Missed: No	TIR: 0.00		
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.04		
INC000000249700	Amanda Rock	Application	None	None			TIR Missed: No	TIR: 0.33		
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved		TTR Missed: Yes	TTR: 6.45		
INC000000249769	Cory Jensen	Application	None	Novell GroupWise			TIR Missed: No	TIR: 0.00		
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.07		
INC000000250044	Vicki Smith	PC/Laptop	Error	None			TIR Missed: No	TIR: 0.37		
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved		TTR Missed: No	TTR: 0.37		

Community and Culture

INC000000250086	Vicki Smith	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.84
Metro B Desktop Support		Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.84
INC000000250133	Ronald Rood	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	2.89
INC000000250425	Sara Wever	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000250555	Kristen Rogers	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.53
INC000000250599	Donna Morris	PC/Laptop	None	None		TIR Missed: No	TIR:	0.39
Metro B Desktop Support		Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	3.82
INC000000250738	Jim Ericksen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250997	Karma Clevenger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000251074	Juan Lee	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000251610	Jane Van Wagoner	Network	Error	None		TIR Missed: No	TIR:	0.07
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000251688	Karma Clevenger	Application	Password	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251798	Eva Salazar	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251804	Wade Thompson	Network	Error	None		TIR Missed: No	TIR:	0.38
Metro B Help Desk		Ron LeBaron	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.53
INC000000252435	Ronald Van Harten	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.57
Metro B Desktop Support		Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	3.02
INC000000252684	Kristen Rogers	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253154	Kathy Kirtz	Application	None	Novell GroupWise		TIR Missed: Yes	TIR:	1.95
Application Services		Danielle Hood	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR:	9.24
INC000000253665	Serafi Auvaa	Application	Error	Adobe Contribute		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000254058	Janice Reed-Campbell	Application	Error	Symantec AntiVirus		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.17

Community and Culture

INC000000254183	Lisa F Nelson	None	None	None		TIR Missed: No	TIR:	0.02
Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	1.60
INC000000254328	Doug Gould	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.29
Metro B Desktop Support	Jay Locker	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	1.26
INC000000254333	Kimberley Schmeling	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000254501	Amanda McDonald	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.31
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	1.32
INC000000254533	Doug Gould	PC/Laptop	None	None		TIR Missed: No	TIR:	0.81
Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	2.18
INC000000254595	Jill Mecham	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000254691	Amanda Rock	Application	None	Public Meeting / Notice Web Sit		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000254779	Susan Hayward	Network	Incident	None		TIR Missed: No	TIR:	0.84
Metro A Desktop Support	Burton Brown	Community and Culture	Medium	Resolved		TTR Missed: No	TTR:	0.86
INC000000254813	Chris Frederickson	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.12
Voice Operations	Kelly Johnson	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.34
INC000000254887	Jinnie Edgar	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.36
Help Desk	Eileen Dubach	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.89
INC000000254892	Jinnie Edgar	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.82
INC000000255109	Laura Garcia	Application	Error	Adobe Contribute		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000255216	Glenna Matekel	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000255816	Karma Clevenger	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000256009	Susan Hayward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00